

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7414

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
263521	3/30/2012	2/16/2012	4/2/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Hatch	1215 Cordova	Billings	MT	59101		H 406-670-2290

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when loading a round	Cause:4015 Improper Maintenance Concern:1008 Fired on Bolt Closing		Unknown
C				

2/16/12 Per call from Hatch, he has a Model 700 that he bought new and has only put about 10 rounds through and recently it misfired. He was loading a bullet and hadn't even pushed the handle down before it fired. The safety is locked up now and won't move.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	71118330	KX	5/20/2003 2:49:58 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT (MT) CORPORATION		Y			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Can offer to remove TPA, clean, check over, test at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

2/17/12 Mailing ARS. Hatch was going to email the serial number but I have not received yet.cm 3/13/12 Needs a box, sending from Madison.cm 4/12/12 Per Ilion, trigger assm dirty and causing sear to bind on side plates. Can offer to remove TPA, completely clean and check over, test at 1/2 normal cost.cm 4/16 Spoke with David, his dealer told him it was under recall. This serial number not included in recall. He would like us to clean and test. He will call back with payment info. I'm sending an owner's manual with the trigger assm cleaning page flagged.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	4/2/2012	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4015	Improper Maintenance	
Barrel	Description	22" 270 WIN	
	Date Code	KX	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	M/710 SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding	Tests	False	

Test			
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY, SEAR BINDING TO SIDEPLATES WILL FOLLOW DOWN
	Pull	--Select--	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

22"  
KX5/03  
4.5#

7414

February 17, 2012

COPY

David Hatch  
1215 Cordova  
Billings, MT 59101

Subject: Case # 7414, Model 700 Barrel, SR# 13086

Dear Mr. Hatch,

Enclosed is a prepaid shipping label to cover shipment of the firearm to our factory for inspection. Please include a copy of this letter with it as well as the Service Request form. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the product is logged in correctly.** Please mark the small ends of the boxes "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell  
Consumer Affairs Administrator  
Phone: 800-243-9700, ext 8684  
[christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

APR 09 2012

BY:.....

Model: 710



RE00263521

T.A. dirty & causing seal to  
bind on side plates. can't  
to remove tpa, completely clean  
& check over, test at 1/2 normal  
cost

Quote

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #7414

Parts and Repairs: P:800-243-9700/F:336-548-7801

[www.Remington.com](http://www.Remington.com)

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

<b>Service Request Number</b>	<b>Serial Number / Description</b>	<b>Date of Request:</b>	02/17/2012
SR00013086		<b>Date Printed:</b>	02/17/2012
<b>Customer:</b> DAVID HATCH 1215 CORDOVA BILLINGS, MT 59101 US		<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email: Christy		Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

**Reason For Return**  
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

## Service Request Section

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

**Sub Total:** .00  
**Est Sales Tax:** .00

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number:	710	Serial Number:	71118330
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: David Hatch		Date of Purchase: 09	
Address (no PO Boxes): 1215 Cordova			
City: Billings	State: MT	Zip: 59101	
Phone (Daytime): 406 670 2290		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Norseman20@gmail.com			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
<p>FEB 2 2011</p> <p>There was a brass misfire Almost killing my sons friend. A Round was put into the Chamber and fired the Bolt wasn't even closed. I don't want this gun. I want to get a nother one.</p>			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	



# ShipRequest™



Ship To: David Hatch  
Company:  
Address 1: 1215 Cordova  
Address 2:  
Address 3:  
City: Billings  
State/Province: Montana  
ZIP/Postal Code: 59101  
Country: United States  
email:  
Phone:  
Account: 230145  
Package Type: Package  
Address Type: Residential  
Deliver By: Tue, March 20, 2012  
Package ID: 8800

*DO*

Special Instructions:

Sender Name: Christy Mitchell  
email: Christy.Mitchell@remington.com  
Prepared By:  
Phone:

Date: 03-13-12 1 lb 7.8 oz

Acct #	: 230145	Base \$	7.41
Cust #	: ODL0000006452	Spc S \$	0.00
Zip/Zone	: 59101 / 7	Add \$	0.00
Trk #	: 1Z4XX5960300026899	Total \$	7.41
Pkg ID #	: 8800		
Service	: UPS Ground		

## ARS LABEL REQUEST FORM

<b>DATE:</b> 02/17/2012	<b>Service Request #</b> SR00013086
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> mitchelcs	
<b>email address:</b> Christy.Mitchell@remington.com	

### Business:

Remington Service  
PO Box 700  
Madison, NC 27025-0700  
www.Remington.com

## LABEL INFORMATION

### MAIL LABEL TO:

DAVID HATCH  
1215 CORDOVA  
BILLINGS, MT 59101 US  
SR00013086

Email: Christy

### RETURN ITEM TO:

**ILN**

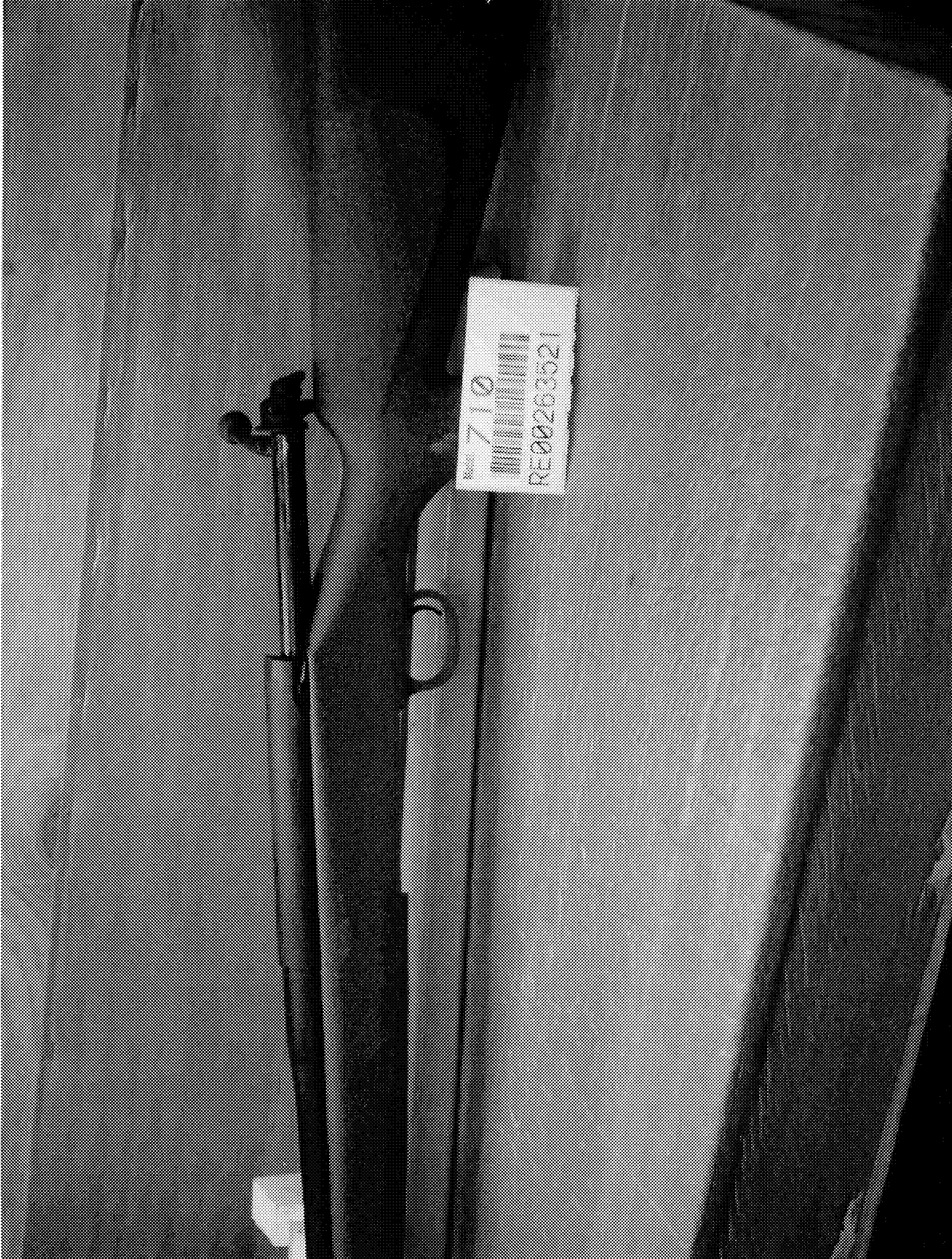
Arms Services

4XX596 FEB 17, 2012 ACT WT 10.0 LBS #PK 1  
SVC GND COM BL WT 10.0 LBS  
TRACKING# 1Z4XX5969067380806 ALL CURRENCY USD  
REF 1:SR00013086  
REF 2:

HANDLING CHARGE 0.00		FRT: 3RD	
SHIPMENT PUB RATE CHARGES:		SVC T/P USD	
DV 0.00	COD 0.00	RS	0.50
DC 0.00	DGD 0.00		
AH 0.00	PR 0.00	ROD	0.00
TOT PUB CHG 12.26		PUB + HANDLING	12.26

**ATTN: Prod Serv #7414**





710  
RE00263521

